Lupton Fawcett LLP.

COMPANY NAME

Lupton Fawcett LLP

INDUSTRY

Legal

FOUNDED

1895

LOCATION

Yorkshire

WEBSITE

www.luptonfawcett.com

Working together to optimise device performance and reduce costs.

Summary

As is representative of companies in the legal sector, Lupton Fawcett LLP deploys numerous items of pre-printed stationery such as 'Letter Head', 'Continuation', 'Engrossment' and 'Bill' for their client communications. The experienced IT Team had created a set of macros within Microsoft Word that allowed the user to select the correct printer and type of document they were printing which in turn printed the document onto the correct type of pre-printed media. This approach gave a good user experience as users didn't need to know which paper tray contained the correct media and the user experience was simplified compared to traditional approaches. However, it was restrictive in that the user had to visit a specific printer and the IT team had to manage the writing and deployment of the macros.

Challenges

- Need to improve capability of devices
- High cost of cartridge spend
- Lack of control over printing
- No security over printed documents

RESULTS.

Improved efficiency of print/copy/scan fleet

Consistently high levels of service

Ben Johnson Technology has provided Managed Print Services to Lupton Fawcett LLP since September 2012. The main drivers for the initial project were fleet optimisation and consolidation, cost control and advanced pre-printed media handling.

The Solution

Ben Johnson Technology undertook a detailed audit, including volume and cost analysis, job size analysis, device utilisation analysis and user consultation. From there a customised Print Management solution was designed and deployed that allowed the use of centralised high volume multi-functional printers, secure 'follow-me' printing, advanced pre-printed media handling and statistics. The solution removes the need for the macros, allows the users to print their document at any printer and simplifies the IT role allowing them to focus on other projects.

Alongside the solution Ben Johnson Technology provides various aspects of a Managed Service including consumables management, remote monitoring and continual optimisation. Overall Ben Johnson Technology has simplified user experience, provided optimal device performance, and driven down costs.

Multi-site solution across the UK

Closely managed account to meet ongoing needs